

OAHU DISTRICT OFFICE

Princess Ruth Keelikolani Building
830 Punchbowl Street
Honolulu, HI 96813-5094

Office of the Director

Frederick D. Pablo, *Director*

Voice: 587-1540 Fax: 587-1560
E-mail: Tax.Directors.Office@hawaii.gov

Joshua Wisch, *Deputy Director*

Voice: 587-1540 Fax: 587-1560
E-mail: Tax.Directors.Office@hawaii.gov

Vacant, *Taxpayer Advocate*

Voice: 587-1791 Fax: 587-1560
E-mail: Taxpayer.Advocate@hawaii.gov

Mallory Fujitani, *Public Information Officer*

Voice: 587-1481 Fax: 587-1560
E-mail: Tax.PIO@hawaii.gov

Staff Offices

Ted Shiraishi, *Rules Officer*

Voice: 587-1530 Fax: 587-1584
E-mail: Tax.Rules.Office@hawaii.gov

Vacant, *Technical Section Supervisor*

Voice: 587-1577 Fax: 587-1584
E-mail: Tax.Technical.Section@hawaii.gov

Donald Rousslang, *Tax Research and Planning Officer*

Voice: 587-1440 Fax: 587-4145
E-mail: Tax.Research@hawaii.gov

Robert Su, *Information Technology Services Officer*

Voice: 587-1755 Fax: 587-1506
E-mail: Tax.Technology.Services@hawaii.gov

Lloyd Cerelejia, *Administrative Services Officer*

Voice: 587-1500 Fax: 587-1506
E-mail: Tax.Administrative.Services@hawaii.gov

Sharon Iwamura, *Personnel Officer*

Voice: 587-1503 Fax: 587-1506
E-mail: Tax.Personnel.Office@hawaii.gov

Tax Services and Processing Division

Vacant, *Taxation Services Administrator*

Voice: 587-1460 Fax: 587-1488
E-mail: Taxpayer.Services@hawaii.gov

Vacant, *Document Processing Operations Manager*

Voice: 587-1453 Fax: 587-1488
E-mail: Taxpayer.Services@hawaii.gov

Vacant, *Revenue Accounting Branch Chief*

Voice: 587-1790 Fax: 587-1488
E-mail: Taxpayer.Services@hawaii.gov

Annette Yamanuha, *Taxpayer Services Branch Chief*

Voice: 587-3267 Fax: 587-1488
E-mail: Taxpayer.Services@hawaii.gov

Compliance Division

Kevin Wakayama, *Taxation Compliance Administrator*

Voice: 587-1611 Fax: 587-1633
E-mail: Tax.Compliance@hawaii.gov

Madelaina Lai, *Oahu Field Audit Branch Chief*

Voice: 587-1700 Fax: 587-1699
E-mail: Tax.Field.Audit@hawaii.gov

Donald Kuriki, *Oahu Office Audit Branch Chief*

Voice: 587-1644 Fax: 587-1633
E-mail: Tax.Office.Audit@hawaii.gov

William Deeley, *Oahu Collection Branch Chief*

Voice: 587-1600 Fax: 587-1720
E-mail: Tax.Oahu.Collection@hawaii.gov

MAUI DISTRICT OFFICE

State Office Building

54 S. High Street, #208
Wailuku, HI 96793-2198

Kathleen Uehara, *Maui District Tax Manager*

Voice: 984-8500 Fax: 984-8522
E-mail: Tax.Maui.Office@hawaii.gov

HAWAII DISTRICT OFFICE

State Office Building

75 Aupuni Street, #101
Hilo, HI 96720-4245

Duquesne Hulihee, *Hawaii District Tax Manager*

Voice: 974-6321 Fax: 974-6300
E-mail: Tax.Hilo.Office@hawaii.gov

KAUAI DISTRICT OFFICE

State Office Building

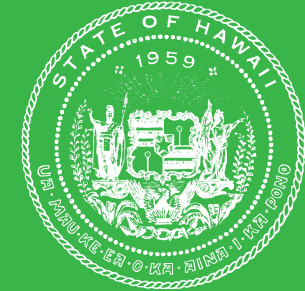
3060 Eiwa Street, #105
Lihue, HI 96766-1889

Dulcie Yano, *Kauai District Tax Manager*

Voice: 274-3456 Fax: 274-3461
E-mail: Tax.Kauai.Office@hawaii.gov

Regular office hours are Mondays through Fridays,
from 7:45 A. M. to 4:30 P. M., except State holidays.

STATE OF HAWAII DEPARTMENT OF TAXATION



Hawaii State Tax Office Information

Neil Abercrombie
Governor

Frederick D. Pablo
Director of Taxation

Revised July, 2013

Obtain tax forms and information All day, EVERY day!

tax.hawaii.gov

Resources and services available on the website include:

- State Tax Forms and Instructions
- Informational Brochures and Publications
- Hawaii Tax Laws (unofficial)
- Hawaii Administrative Tax Rules (unofficial)
- Tax Information Releases
- Department of Taxation Announcements
- Statistical Reports
- Media Releases
- Mailing and Contact Information
- Search Tax Licenses
- Individual Income Tax Refund Status
- and MORE!

Forms and Publications:

- **808-587-4242**
- **1-800-222-3229(Toll-Free)**

To request Hawaii tax forms and publications to be mailed to you call our Taxpayer Services Branch and speak directly to our customer service representatives who can help you and respond to other related questions.

Discover the convenience of e-filing!

Five (5) e-filing programs are described below.

(1) Bulk Filing:

dotax.ehawaii.gov/bulktax/home

The Bulk Filing System is a web-based application that allows approved Reporting Agents (tax professionals, payroll providers, property management companies, etc.) to perform on-line submission of tax return information and payment for taxpayers they represent. Approval and certification must be obtained prior to participation.

Form HW-14, withholding periodic return, is eligible for filing through this program. The cost to bulk file is \$0.50 per transaction and a \$75 annual registration fee.

For more information contact Electronic Processing Section by phone at 808-587-1740, or by e-mail at Tax.Efile@hawaii.gov.

(2) Electronic Filing Via the Internet (ELF):

www.ehawaii.gov/efile

You can submit a number of tax forms and payments via the Internet through ELF, including Form N-13, selected

general excise, withholding, and transient accommodations tax returns, estimated taxes, filing extension requests, and applications for tax clearances.

If you choose to pay via electronic debit to your bank account (eCheck), there is a non-refundable portal administration fee of \$1.00. If paying by a valid credit card, there is a non-refundable portal administration fee equal to \$1.00 plus 2.4% portal administrative fee of the total amount charged. No payment is processed until you authorize it.

For more information contact Electronic Processing Section by phone at 808-587-1740, or by e-mail at Tax.Efile@hawaii.gov.

(3) Hawaii Business Express (HBE) One Stop Business Registration:

www.hbe.ehawaii.gov

Obtain your general excise and other business tax registrations on-line and register with the Department of Commerce and Consumer Affairs (DCCA) and the Department of Labor and Industrial Relations at the same time.

Just answer a series of questions and authorize the payment of any fees by a valid credit card. Your business registration forms are automatically filled in and electronically transmitted to the appropriate department.

For more information call our Licensing Section at 808-587-1455 or Department of Commerce and Consumer Affairs, Business Registration Division at 808-586-2727.

(4) Hawaii Compliance Express (HCE):

vendors.ehawaii.gov/hce

The Compliance Express service saves you time and hassle by providing an on-line "Certificate of Vendor Compliance" for your business entity. This single certificate eliminates the need to obtain individual copies of clearances with the IRS, Department of Labor, DCCA, and State tax offices. The service includes real time monitoring of your status of compliance with each agency and you will be automatically notified by e-mail any time your compliance status is changed.

To get started, you will need your Taxpayer Identification Number (FEIN or SSN), Hawaii Tax I.D. No., Unemployment Insurance Identification Number (UI ID#), if applicable, and a valid credit card for the \$12 annual registration fee to complete the transaction.

For more information contact HCE Hotline by phone at 808-587-8820 x1812, or by e-mail at Tax.Efile@hawaii.gov.

(5) Modernized eFiling (MeF):

www6.hawaii.gov/tax/b1_sdinfo.htm

The State of Hawaii is a participant in the Federal/State e-file Program, which allows taxpayers to file their federal and state returns electronically at the same time or individually. Form N-11, Individual Resident Income and Form N-15, Individual Income for Nonresidents and Part-Year Residents are the Hawaii tax returns eligible for filing through this program. You may use a tax professional to file your federal and state returns, or an approved software product.

Please go to our approved software page for the list of approved Federal/State e-file software products at **www6.hawaii.gov/tax/b2_3software.htm**

For more information contact Electronic Processing Section by phone at 808-587-1740, or by e-mail at Tax.Efile@hawaii.gov.

Need help with a specific State tax question, problem, or notice?

Call **808-587-4242** or toll free at **1-800-222-3229**, for hearing impaired call 808-587-1418 or toll free at 1-800-887-8974

The Taxpayer Services Branch provides one-stop assistance. Customer service representatives are available during business hours only, but recorded messages and refund information are available anytime.

Taxpayer Advocate

Telephone: 808-587-1791

E-mail: Taxpayer.Advocate@hawaii.gov

If you contact the Department numerous times and still can't resolve a tax problem, the Taxpayer Advocate may be able to help. The following information is required:

- Taxpayer information (name, ID numbers, etc.)
- Daytime telephone number and best time to call
- Nature of the problem (type of tax, tax form, period and year, etc.)
- Details of previous attempts to resolve the problem (dates, office, and person contacted, etc.)

NOTE: The Taxpayer Advocate DOES NOT provide technical advice, overturn technical decisions, or address issues regarding the constitutionality or legality of the State's tax system and tax laws.